

Headquarters Air Reserve Personnel Center



Personnel Services Delivery Transformation Briefing





Overview

- PSD Transformation: What is it?
- What's Changing
- How You Will Conduct Personnel Transactions In The Future
- What This Means to You
- How To Get Ready





PSD Transformation





PSD: What is it?

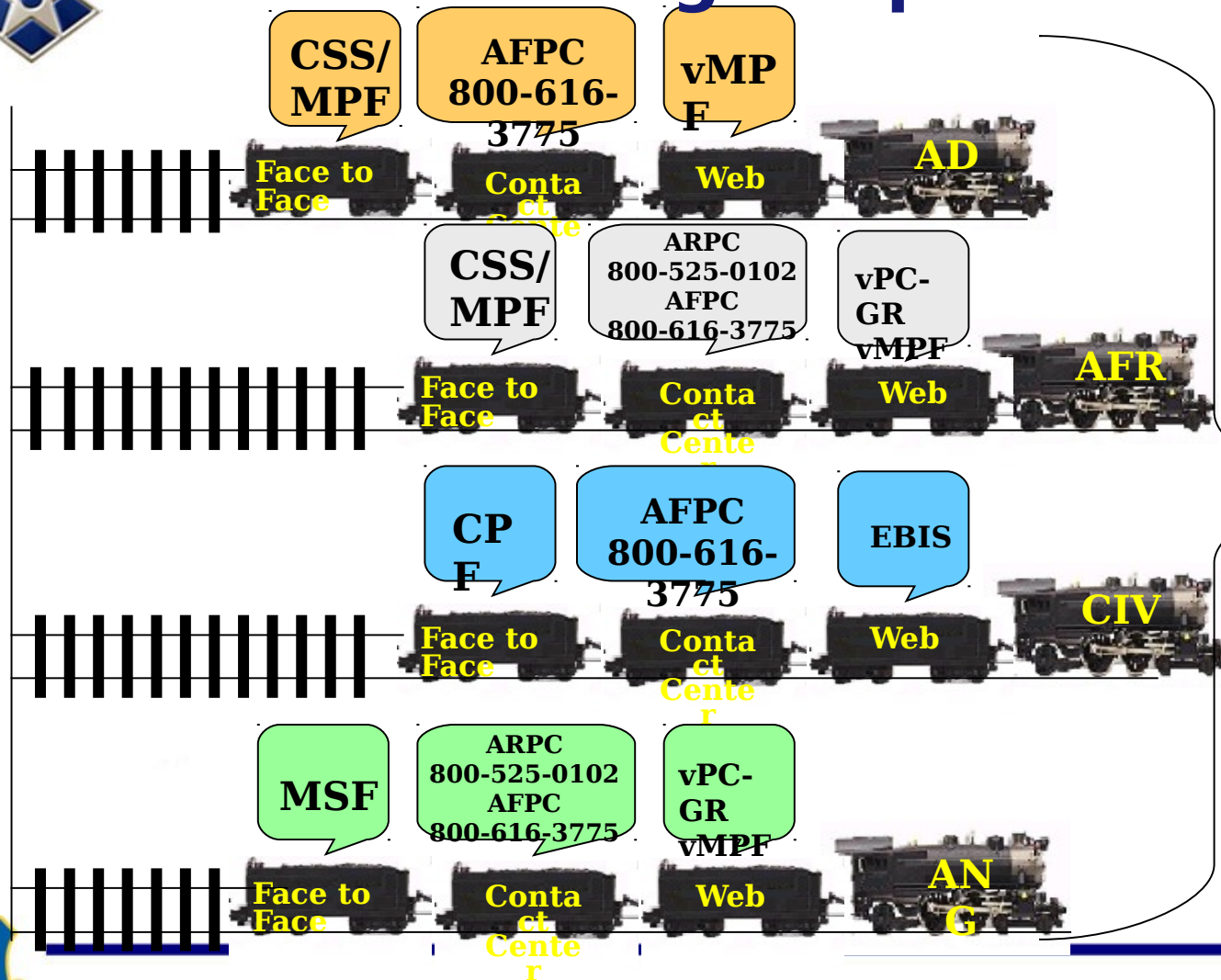
- **PSD Transformation is the Air Force's program to:**
 - **Improve accuracy** by reducing steps and enabling Air Reserve Component Airmen to interact with the Reserve Contact Center at HQ ARPC
 - **Expand capability** to a 24/7 operation where ARC Airmen can transact business from any location with web access, a phone, or a Personnel Office
 - **Save money and resources** as directed by SECDEF, SECAF, and CSAF by centralizing processes to facilitate web-based applications and gain efficiencies






Headquarters Air Reserve Personnel Center

PSD: Fast moving "Improvement" Trains



**Total
Force**





Think about how technology has dramatically changed the way we do business



PSD: Concept isn't new



myPay **BEST**
 AF Portal
vMPF

Contact Centers **vPC-GR**
vRed **LeaveWeb**

These are just a few examples of how customers are using technology

**PSD
Transformation continues this effort:**

More services will be made available online or through a contact





PSD : Current VPC-GR Capabilities

- **20 Year Letter (Re-Issue)**
- **Mortgage Letter**
- **Current Points Request**
- **Decor 6 Request**
- **Promotion Board Counseling Request**
- **Electronic Promotion Letter to the Board President**





Reserve and Guard

Update

- Reserve and Guard will continue adding to online service offerings – you will be kept informed
- Current resources available:
 - vPC-GR and ARPC Contact Center
 - <http://arpc.afrc.af.mil>; 800-525-0102

Continue to use the same resources you use today...for now





Civilian PSD Update

- PSD applies to all Airmen (Military & Civilian)
 - Provides the framework for Civilian Personnel transformation efforts
- SES-level Strategic Session: Feb 06
 - Centralization of Transactional Services
 - Strategic/Key Advisors at Bases
- Next Steps
 - Process Design & Manpower Validation Workshops
 - NSPS Implementation
 - Classification & Manpower Integration
 - BRAC Workload Transition

Civilian Airmen - valued service providers now and in the future!





The First Step



Airmen



Web-based Applications
Online Tools & Resources

Adding new applications and information to **vPC-GR** via Personnel Processing Applications



Contact Center

Phone, E-mail, Fax, & Mail

Expand existing **Contact Centers** to handle personnel actions previously done in MPF



Front Line at Base

CSS, MPF

Keep **face-to-face** service where it makes sense





What's Changing for the Reserves?

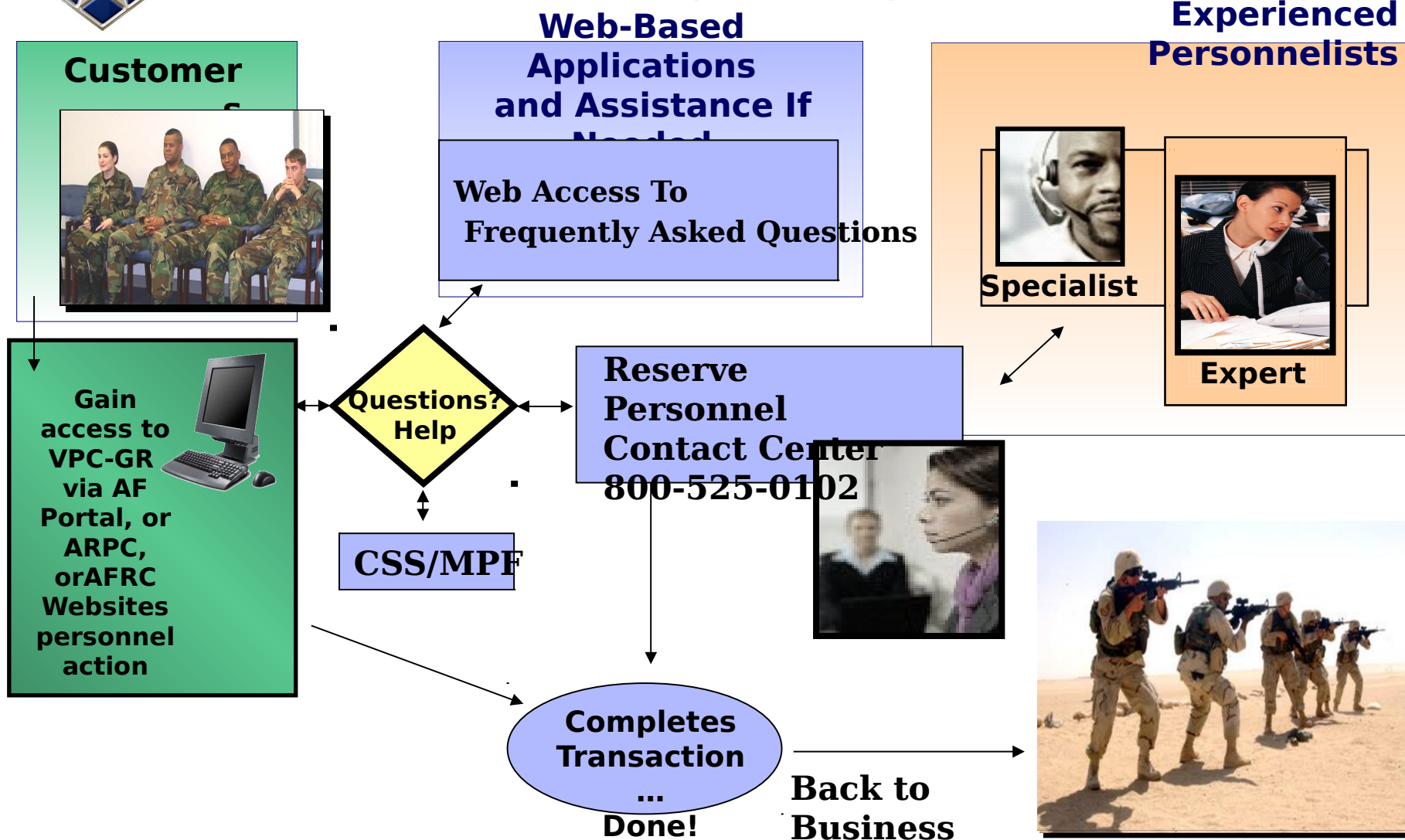
These Actions Will Be Pulled Out of Reserve MPF's Incrementally Starting with Duty History 31 Mar 06

- | | |
|--|--|
| <ul style="list-style-type: none">▪ Duty History▪ Retirements▪ Separations▪ Enlisted Promotions▪ Evaluations▪ Awards & Decs | <ul style="list-style-type: none">▪ Reenlistments▪ Duty Status▪ Assignments▪ Classifications▪ Retraining▪ Adverse Actions▪ Accessions |
|--|--|





How PSD Will Work






How to Get Work Center Work Expansion

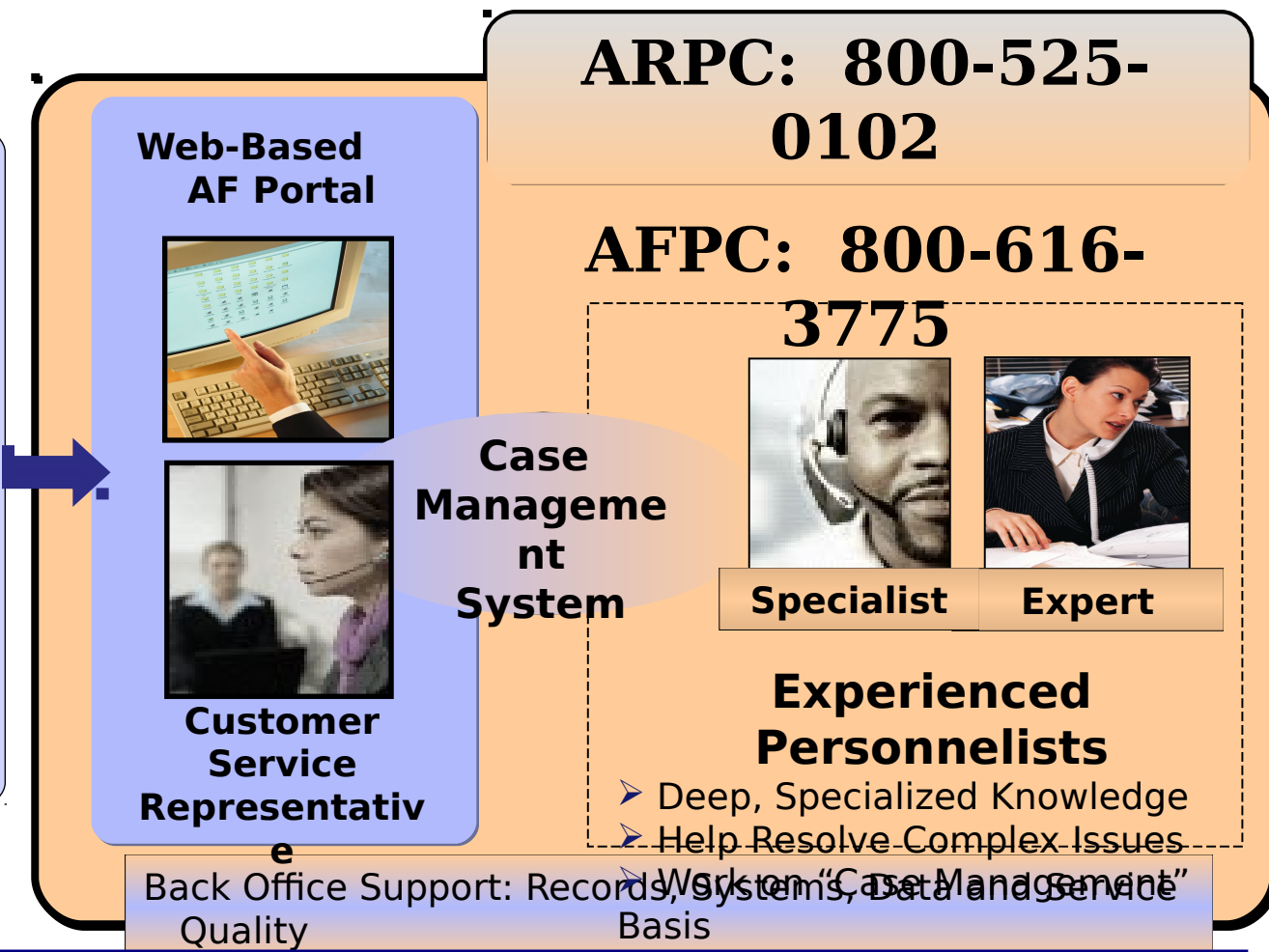
Customers Get On Line at...

Work Center
CSS
Home
Kiosk
Library



Or They Can...

Call
Email
Fax
Mail





PSD Resources

- Creating **AF PSD Handbook** to include more info on Personnel processes and programs for the field
 - Will include process flowcharts
 - Step-by-Step instructions for Contact Center, MPF, CSS, etc.
 - On-line, easy navigation, hot links to references
 - Long Term Goal: Add all personnel processes and programs (even those that do not have a MilPDS update)
- Revising ARPC AND AFRC Website for easy user access

<http://arpc.afrc.af.mil/psd/default.asp>





PSD Duty History Testing

- End-to-End customer interface and process flow
- Started March 2006
- Isolated laboratory environment and in the field
- Emulate each “station” in the process:
 - Member, CC, CSS/MPF, Contact Ctr, ARPC
 - Isolated workstations
 - Local MPFs/CSSs to Assist
 - Stakeholders / Business Process Owner over shoulder

If it isn't fully tested/accepted, it won't be fielded





Duty History

- **Today**
 - **Member identifies corrections to duty history**
 - **CSS validates and updates member's duty history**
- **31 March**
 - **Member identifies error / completes web-based application**
 - **Contact Center validates and updates member's duty history**
- **What it means to me?**
 - **Less time away from the duty location**
 - **24/7 access to application and counseling**
- **What's new for me?**
 - **On-line application for changes**
 - **Scan and attach or FAX required documents**





Log onto the AF Portal

**www.my.af.
mil**



Password Log In

Username:

Password:

[Forgot Your Username or Password?](#)

[Log In](#)

CAC Log In

Insert your CAC card to begin.

[First Time?](#)

[Log In](#)

Help Center

Top 5 Questions:

- › [How do I retrieve my password or username?](#)
- › [Password not working?](#)
- › [How do I register?](#)
- › [Problems with drop down menus in "My profile/Personal Details"](#)
- › [What are account benefits?](#)

Not A Member?

- › [View Account Requirements](#)
- › [Register for a new AF Portal Account with your CAC](#)
- › [Register for a new AF Portal Account without a CAC](#)
- › [Enable your CAC for Login](#)
- › [Sponsor a Friend or Family Member](#)

Other Topics:

- › [Frequently Asked Questions](#)
- › [Enable your CAC for Login](#)
- › [CAC User's Guide](#)
- › [Contact Help Desk](#)



[Hi-Res Video \(Media Player 22MB\)](#)

[Low-Res Video \(Media Player 5MB\)](#)

[View Video Transcript](#)

Get on the Same Page

The AF Portal is transforming the way we do business. It's an award-winning program and we're not standing still. We listened to our Airmen and made some big improvements to:

- Reduce the number of clicks
- Simplify and unify the design
- Upgrade our search performance
- Make it easy to build your own Workspace
- Provide new and timely content

It's all there — information, collaboration and applications — so you can do your job, manage your career and live your life in the Air Force.

› [Get the Full Details on What's Changed \(PDF 2MB\)](#)

Get on the same page.

Everyone.	Over 700,000 users
Everywhere.	At home, at work or deployed
Everyday.	24 x 7 x 365

Friends and Family

- › [Access Friends and Family](#)
- › [Sponsor a Friend or Family Member](#)

Updates to the Portal

Prevent Identity Theft. The Air Force Portal will not request your username, password, or Social Security Number via email. If you receive any messages of this sort, please contact the Combat Support System Help Desk immediately.





Select "Career"

The screenshot shows the AF Portal website interface. At the top, there is a header with the AF Portal logo and navigation links: AF PORTAL, WHITE PAGES, HELP, LOGO. Below the header is a search bar and a navigation bar with links: AFIM, EMAIL, FAVORITES, COMMUNITIES, MY PROFILE, ALERTS. The main navigation bar includes: Home, Workspace, Air Force, Bases-Orgs-Functional Areas, Life & Career, and Library. The 'Life & Career' dropdown menu is open, showing options: Career, Health, Life Matters, Money, Travel, and Legal. A red circle highlights the 'Life & Career' dropdown menu, and a red arrow points to the 'Career' option. The main content area displays news headlines, weather, and a 'What's Changed on the AF Portal?' section. The 'Air Force Indexes' section lists: Base A-Z Listing, Organization A-Z Listing, Functional Areas A-Z Listing, Application A-Z Listing, and Topic A-Z Listing. The 'What's Changed on the AF Portal?' section lists: What's Changed - Navigation, What's Changed - Toolbar, What's Changed - Search, What's Changed - Workspace, Add Content to Workspace, Add Applications to Workspace, Add AF Portal Favorites, What's Changed - Page Utilities, Get Full Details on What's Changed (1.2mb) [pdf], and Installations and Logistics - detailed list of changes (243kb) [doc].





Select "Guard and Reserve Members"

The screenshot shows the AF Portal website interface. The top navigation bar includes links for Home, Workspace, Air Force, Bases-Orgs-Functional Areas, Life & Career, and Library. The 'Life & Career' section is expanded, showing a sidebar with links for Civilian Information, Management Innovation, Military, Other Online Resources, and Retiree. The main content area is titled 'Career' and lists several categories: Active Duty, Civilian Employees, Guard and Reserve (highlighted with a red circle and an arrow), PERSCO, Retirees and Veterans, and Family Support. The 'Guard and Reserve' section describes the Air Reserve Personnel Center's role in ensuring the nation has a warrior bank of mission-ready Air Guardsmen and Reservists for mobilization and Air Force augmentation. Below the 'Guard and Reserve' section, there are links for AF Customer Service Center (1-800-616-3775) and Virtual Personnel Services Center. The bottom section lists 'Top Viewed Items' including Air Force Assignments, Airman Assignments, Enlisted Promotions, Enlisted Promotion Scores, Civilian Personnel Operations, Officer Promotions, and Awards and Decorations.

Career

Active Duty
The Air Force Personnel Center (AFPC), has responsibility for managing active duty personnel programs such as assignments, PME, etc. [Active Duty Members](#).

Civilian Employees
The Air Force Personnel Center (AFPC) provides Air Force commanders, military members, and civilian employees with world-class civilian personnel services. [Civilian Employees](#).

Guard and Reserve
The Air Reserve Personnel Center ensures the nation always has a warrior bank of mission-ready Air Guardsmen and Reservists for mobilization and Air Force augmentation. [Guard and Reserve Members](#).

PERSCO
Personnel Support for Contingency Operations ensures the Air Force can rapidly respond to any contingency and meet its primary mission--war fighting. [PERSCO](#).

Retirees and Veterans
The Air Force Personnel Center (AFPC) manages the Air Force Retiree Activities Program, the Survivor Benefit Plan, etc. [Retirees and Veterans](#).

Family Support
The Air Force Personnel Center (AFPC) provides a global responsive and diverse system of family support services for the Total Force. [Family Support Services](#).

AF Customer Service Center
1-800-616-3775 [WORKSPACE](#)

Virtual Personnel Services Center [WORKSPACE](#)

AF Customer Service Center On-line . . . or contact 1-800-616-3775 [detail](#)

[Air Force Customer Service Center](#)

Military Self-Service Applications [detail](#)

[vMPF - virtual Military Personnel Flight](#)

[AFOQTS - Air Force Officer Qualification Test Score](#)

[AFVEC - AF virtual Education Center](#)

[AMS - Assignment Management System](#)

Top Viewed Items [detail](#)

[Air Force Assignments](#)

[Airman Assignments](#)

[Enlisted Promotions](#)

[Enlisted Promotion Scores](#)

[Civilian Personnel Operations](#)

[Officer Promotions](#)

[Awards and Decorations](#)

Air Force Indexes

- [Base A-Z Listing](#)
- [Organization A-Z Listing](#)
- [Functional Areas A-Z Listing](#)
- [Application A-Z Listing](#)
- [Topic A-Z Listing](#)

Recently Modified





ARPC Website

<http://arpc.afrc.af.mil>

The screenshot shows the homepage of the Air Reserve Personnel Center (ARPC) website. The header features the ARPC logo and the text "Air Reserve Personnel Center" with the URL "f.mil" overlaid. A navigation bar includes links for Support, Assignments, Promotions, Retirements, Separations, Points, E-Publishing, and Sitemap. The main content area is divided into several sections:

- ARPC Home:** Includes "Hot News" (ARPC expands operations hours for drilling Reservists, Reserve School Selection Board Announcement Aug 06, Major promotion boards rescheduled), "Quick Links" (Sitemap, Annual Health Notice, Program Managers, AROWS-R / WOTS, More Links...), "Contact ARPC" (Phone & Email, Contact Directory, Calling from Overseas, Customer Support), and "Customer Support" (Support Home, Frequently Asked Questions).
- ARPC Status:** Displayed as "OPEN".
- Main Subjects:** A grid of links including Address Changes, Air National Guard, Awards & Decorations, Biographies, Chaplain Services, Customer Assistance, Education, Event Support, Entitlements, Family Assistance, FOIA, Health Services, Individual Reserve Guide, Judge Advocate, Online Tools, Orders & Travel, Plans & Policy, and Training.
- In The News:** Lists recent news items such as "ARPC expands operations hours for drilling Reservists", "Major promotion boards reschedule", "Duty History centralized for Reservists", "97th Air Force uniform board results", "2006 National Defense Authorization Act", "The 2006 Guard and Reserve Personnel Fact Sheets are now online", and "More news articles".
- Online With ARPC:** Features the "VPC-GR online" logo and a description of the Virtual Personnel Center Guard Reserve section, noting it is exclusive to ARPC and its customers.
- What Do You Want To Do?:** Includes links for "Frequently Asked Questions", "Log In to your Account", "Create New Account", "New Support Request", and "Submit Online Transaction".
- ARPC Featured:** Includes a "FAQ" section with "Online Customer Support" and a phone number "1-800-626-1002".
- IMA WELCOME PACKAGE:** A section for the Individual Member's Association (IMA) welcome package.
- Air Reserve Personnel UPDATE:** A section for updates, with a link to "Download your copy today!".
- RCSBP Online Calculators:** A section for the Reserve Component Support Branch (RCSBP) online calculators, including a link for "Participation".
- Mobilization:** A section for mobilization information.
- Top Ten FAQs:** A section for the top ten frequently asked questions.





Go to vPC-GR

Air Reserve Personnel Center

Support Assignments Promotions Retirements Separations Points E-Publishing Sitemap

ARPC Status: **OPEN**

ARPC Home

- Hot News
 - Hot off the Press
 - ARPC expands operations hours for drilling Reservists
 - Reserve School Selection Board Announcement Aug 06
 - Major promotion boards rescheduled
- Quick Links
 - Sitemap
 - Annual Health Notice
 - Program Managers
 - AROWS-R / WOTS
 - More Links...
- Contact ARPC
 - Phone & Email
 - Contact Directory
 - Calling from Overseas
 - Customer Support
- Customer Support
 - Support Home
 - Frequently Asked Questions

Main Subject

- Address Change
- Air National Guard
- Awards & Decorations
- Biographies
- Chaplain Services
- Customer Assistance
- Education
- Event Support
- Financial Assistance
- Health Services
- Individual Reserve Guide
- Judge Advocate
- Online Tools
- Orders & Travel
- Plans & Policy

In The News

- ARPC expands operations hours for drilling Reservists
- Major promotion boards rescheduled
- Duty History centralized for Reservists
- 97th Air Force uniform board results
- 2006 National Defense Authorization Act
- The 2006 Guard and Reserve Personnel Fact Sheets are now online
- More news articles

Online With ARPC

vPC-GR online

Virtual Personnel Center Guard Reserve - ARPC's new self-serve Web based section of the command is taking yet another step forward. The new contact center is exclusive to ARPC and its customers, and now it shows. The Web site that allows customers to take issues into their own hands now has its own logo...[read more]

Around the World

DENVER - The Air Force Reserve Contact Center here is the sole point of contact for Air Force reservists to enroll in Tricare...[read more]

What Do You Want To Do?

- Frequently Asked Questions
- Log In to your Account
- Create New Account
- New Support Request
- Submit Online Transaction

ARPC Featured

FAQ

Online Customer Support

1-800-626-1002

PC-GR online

http://arpc.afrc.af.mil/support

IMA WELCOME PACKAGE

UPDATE

Download your copy today!

RCSBP

Online Calculators

Participation

Mobilization





Reserve Personnel Contact Center



Air Reserve Personnel Center

Support Assignments Promotions Retirements Separations Points E-Publishing Sitemap

ARPC Home

- Customer Support**
 - Support Home
 - Frequently Asked Questions
 - New Support Request
- Account Tools**
 - Log In
 - Log Out
 - New Account
 - Change Password
 - Reset Password
 - My Requests
 - My Profile
- Secure Transactions**
 - Board Counseling
 - Decor 6 Request
 - Letter to the Board
- Reports / Information**
 - Current Points
 - 20 Year Letter
 - Mortgage Letter

Reserve Personnel Contact Center

**Secure Transactions**

- [AIG Orientation Registration](#)
- [AFIADL \(ECI\) Training](#)
- [Board Counseling](#)
- [Conference Request](#)
- [Decor 6 Request](#)
- [Formal School Request](#)
- [Home Town Blue](#)
- [Letter to the Board](#)
- [PM Secure Application](#)
- [Visitor Registration](#)

**Reports & Information**

- [Current Points](#)
- [20 Year Letter](#)
- [Mortgage Letter](#)

**Account Tools**

- [Log In | Log Out](#)
- [New Account](#)
- [Change Password](#)
- [Reset Password](#)
- [My Requests](#)
- [My Profile](#)

**Toll Free**

(0600 to 1800 MST / Monday - Friday)
1-800-525-0102, DSN 926-6528

**Fax**


Commercial 478-327-2215, DSN 497-2215



**Print**
**Save**
**Email**



Frequently Asked Questions



Air Reserve Personnel Center

Support Assignments Promotions Retirements Separations Points E-Publishing Sitemap

ARPC Home

- Customer Support
 - Support Home
 - Frequently Asked Questions
 - New Support Request
- Account Tools
 - Log In
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 - Decor 6 Request
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 - 20 Year Letter
 - Medal Letter

Frequently Asked Questions

If you are unable to find the answer you need, use the New Request link to contact Customer Support.

Search Options

Category Optional
Subcategory Optional
Answer Text Optional words or phrase
Keywords Optional key words

Search Results

(Select the column headers to change the sort order)

Showing 1 - 50 of 762 Page 1 Refresh

Rank	Category	Subcategory	Question
69465	Virtual MPF (v...	Miscellaneous	Virtual MPF (vMPF) - Update Personnel data, Points, and your Emerge
40172	Retirement Is...	Retired Pay	How do I calculate my projected retirement pay?
18512	Assignments/...	Assignment ...	How do I locate and apply for IMA Vacancies?
16396	Mobilization/D...	Who is subje...	What are my chances of being involuntarily mobilized?
15206	Retirement Is...	Retirement at ...	Will my Reserve Retired Pay effect my Future Social Security Paymen
14002	Promotions	Enlisted Prom...	What is the cut-off date for eligibility under the 12/20 rule for TSgt/MS
12969	Retirement Is...	Retired Pay	Why is my retired pay calculated using retirement points instead of m
12969	Retirement Is...	Retirement	Why is my retired pay calculated using retirement points instead of m

Can I update my DD form 93, Emergency Data online?

Last Updated 12/1/2005





New Support Request



Air Reserve Personnel Center

Support Assignments Promotions Retirements Separations Points E-Publishing Sitemap

ARPC Home

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 - New Support Request
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 - My Profile
- Secure Transactions
 - Board Counseling
 - Decor & Request
 - Letter to the Board
- Reports / Information
 - Current Points
 - 20 Year Letter

New Support Request

Salutation*
First Name*
Middle Name
Last Name*

Social Security Number
Telephone Number*
Component*

Email Address*
Email Confirm*

Request Category*
Request Type*
Request Subject*
Request Details

File Name	Max Size	Attach Label
		External Attache...
		External Attache...
		External Attache...

(Select a row inside the table to add an attachment)

Submit Request


Clear All Fields





New Account

Log In
New Account
Change Password
Reset Password
My Requests
My Profile



Air Reserve Personnel Center

Support Assignments Promotions Retirements Separations Points E-Publishing Sitemap

ARPC Home

- Customer Support**
 - Support Home
 - Frequently Asked Questions
 - New Support Request
- Account Tools**
 - Log In
 - Log Out
 - New Account
 - Change Password
 - Reset Password
 - My Requests
 - My Profile
- Secure Transactions**
 - Board Counseling
 - Decor 6 Request
 - Letter to the Board
- Reports / Information**
 - Current Points
 - 20 Year Letter
 - Membership Letter

New Account

A customer account gives you access to your current and past requests, allows you to update your personal profile, and simplifies creation of new customer support requests.

Customer accounts are required to access certain areas (Letter to the Board, Board Counseling, etc.)

To create a new customer account, fill out the fields below and click the Submit button. If you already have an account, select the Login link to access your existing account. If you cannot remember your login name or password, select the Reset Password link.

When creating a new account, all bold fields are required. The Social Security number and date of birth allow us to uniquely identify your customer record and check for an existing account.

Salutation*	<input type="text"/>		Social Security Number*	<input type="text"/>	?
First Name*	<input type="text"/>			Social Security Confirm*	<input type="text"/>
Middle Name	<input type="text"/>			Date of Birth*	<input type="text"/>
Last Name*	<input type="text"/>			Telephone Number*	<input type="text"/>
Email Address*	<input type="text"/>				
Email Confirm*	<input type="text"/>				

Submit Clear Fields



DECOR 6 Request





Air Reserve Personnel Center

Support Assignments Promotions Retirements Separations Points E-Publishing Sitemap

Lt Col John Demo

New Customer Support Request

** If your personal information has changed, please update your profile before submitting a new request.*

Salutation*	<input type="text" value="Lt Col"/>	<input type="button" value="v"/>	Telephone Number*	<input type="text" value="303"/>	<input type="text" value="676-6388"/>
First Name*	<input type="text" value="John"/>		Component*	<input type="text" value=""/>	
Middle Name	<input type="text" value=""/>				
Last Name*	<input type="text" value="Demo"/>				
Email Address*	<input type="text" value="john.demo@arpc.denver.af.mil"/>			<input type="button" value=""/>	
Email Confirm*	<input type="text" value="john.demo@arpc.denver.af.mil"/>			<input type="button" value=""/>	

Request Category*	<input type="text" value="Awards and Decorations"/>	<input type="button" value="v"/>
Request Type*	<input type="text" value="Decor 6 (New Decoration Submission)"/>	<input type="button" value="v"/>
Request Subject*	<input type="text" value=""/>	
Request Details	<input type="text" value=""/>	

ARPC Home

- Customer Support**
 - Support Home
 - Frequently Asked Questions
 - New Support Request
- Account Tools**
 - Log In
 - Log Out
 - New Account
 - Change Password
 - Reset Password
 - My Requests
 - My Profile
- Secure Transactions**
 - Board Counseling
 - Decor 6 Request
 - Letter to the Board
- Reports / Information**
 - Current Points
 - 20 Year Letter





Promotion Boarding



Air Reserve Personnel Center

Support Assignments Promotions Retirements Separations Points E-Publishing Sitemap

Lt Col John Demo

Board Counseling

** If your personal information has changed, please update your profile before submitting a new request.*

Salutation*

First Name*

Middle Name

Last Name*

Telephone Number*

Component*

Email Address*

Email Confirm*

Request Category*

Request Type*

Request Subject*

Request Details

Attachments

File Name	Max Size	Attach Label
		External Attache...
		External Attache...
		External Attache...

(Select a row inside the table to add an attachment)


ARPC Home

- Customer Support
 - Support Home
 - Frequently Asked Questions
 - New Support Request
- Account Tools
 - Log In
 - Log Out
 - New Account
 - Change Password
 - Reset Password
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 - My Profile
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 - Letter to the Board
- Reports / Information
 - Current Points
 - 20 Year Letter
 - Member Letter





Letter to the Promotion Board



Air Reserve Personnel Center

Support Assignments Promotions Retirements Separations Points E-Publishing Sitemap

Lt Col John Demo

Letter to the Promotion Board

Email Address

Contact Phone * If your contact information has changed, please update your profile.

Existing Letters

1 entries returned - 1 entries matched [Refresh](#)

Letter ID ▲	Board ID	Current Status	Date Created
LTB00059	Z9999Z	Review	11/30/2005 3:24:05 PM

[Delete](#) [Help](#)

Letter (New or Change)

You are communicating to the Board President, information you believe may affect your promotion. Make your communication brief and to the point. No supporting documents are necessary.

Board [Select](#) Type Convene Date

Letter Body

[Change](#) [Clear](#) [Sample Letter](#) [Help](#)

ARPC Home

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 - Letter to the Board
- Reports / Information
 - Current Points
 - 20 Year Letter
 - My Personal Letter





20 Year & Mortgage Letter / Points



Air Reserve Personnel Center

Support Assignments Promotions Retirements Separations Points E-Publishing Sitemap

Lt Col John Demo

20 Year Letter / Mortgage Letter / Retirement Points

Your current total points for retirement are shown below.

If you have accumulated 20 years of satisfactory service, the 20-year notification date and points accrued by that date will also be displayed. Additionally, you will be able to open and print your 20-year letter (reissue) and your mortgage letter.

If you are already retired and drawing pay, your retirement points and letters are not available on this web page. Please use the New Support Request link to request your total retirement points.

Total Retirement Points	6975	Last Updated Date (YYYY-MM-DD)	2005-11-30
Points at Notification	5788	20 Year Notification Date (YYYY-MM-DD)	2000-12-31

Reissue 20 Year LetterNew Mortgage Letter

(* Letters are rendered in PDF format and should be displayed within 30 seconds.)

[Frequently Asked Questions - Retirement](#)
[Frequently Asked Questions - Point Credit](#)
[New Support Request - 20 Year Letter](#)
[New Support Request - Mortgage Letter](#)

ARPC Home

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 - 20 Year Letter
 - Mortgage Letter





Role of Personnelists at MPF/CSS

- **Responsible for remaining MPF/CSS programs**
- **Continued role advising CCs on personnel issues**
- **Assist Airmen and CCs with migration to web-based actions**
- **Ensure you are aware and kept up-to-date of PSD changes, organizational changes, etc.**
- **Assist Airmen and CCs with complex personnel programs**

...With Fewer People





What Does This Mean to Me?

- **Improved access to more accurate information**
 - 24/7 service via the Web and/or the Reserve Personnel Contact Center
 - World-wide access
 - Immediate access to personal data & general information
- **More direct control over career-affecting matters**
- **Less need for travel and waiting**
- **Continued access to speak directly with experts at base level and the RPCC (800-525-**



**Less time waiting
means more
productivity!**

**Enabling
Warfighters!**





How Do I Get Ready?

- **Make sure your AF Portal account is active and up to date**
- **Find computer/phone access - on base or at home**
- **Understand MPFs are getting smaller**
- **Stay Informed!**

Prepare Now—Be Ready for Tomorrow





Questions



Personnel Services Delivery Transformation

"Supporting the Warfighter through World Class Personnel Services"

